UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,769	03/31/2001	Anil K. Annadata	M-11527 US	6443

60975 7590 05/29/2007		

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ART UNIT	PAPER NUMBER
3627	

MAIL DATE	DELIVERY MODE
05/29/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

PTOL-90A (Rev. 04/07)

	Application No.	Applicant(s)
Office Action Summary	09/823,769	ANNADATA ET AL.
	Examiner	Art Unit	
	Ramsey Refai	3627	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>06 March 2007</u>.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>2,5-21,24-34 and 37-55</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>2,5-21,24-34 and 37-55</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)
2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.
5)☐ Notice of Informal Patent Application
6)☐ Other: _____.

DETAILED ACTION

Response to Amendment

Responsive to Request for Continued Examination (RCE) filed March 6, 2007. Claims 2, 6-21,

25-34, 37-46 and 49-54 have been amended. Claims 2, 5-21, 24-34, and 37-55 are pending

examination.

Response to Arguments

1.   Applicant's arguments have been fully considered but they are not persuasive.

   - In the remarks, the Applicant argues in substance:

Argument A: *Dilip et al fail to teach a configurable communication server configured to*

access information regarding the type of communication that uses the communication channel

since the final office action equates Dilip' s transaction controller with the claimed

communication channel and not the claimed communication server.

In response, the Examiner has now equated the transaction controller with the claimed

communication server, which now clearly teaches the claimed feature of a configurable

communication server configured to access information regarding the type of communication that

uses the communication channel. Dilip et al teach that the transaction controller determines how

to handle the transaction by analyzing the transaction to identify the content of the transaction.

The transaction controller handles multiple types of transactions such as email , video sessions,

telephone calls, etc. The transaction is determined in order to appropriately respond to

transaction or to determine the appropriate server to send the transaction. The transaction

controller then provides information to the server regarding the manner in which the received

transaction should be handled. (See column 9, line 23-column 10, line 35) The transaction

controller can also obtain information regarding the transaction from the appropriate transaction

controller (column 9, lines 57-67). Therefore Dilip et al meets the scope of the claimed

limitation.

> Argument B: *Dilip et al ' s transaction controller performs the purported information*
>
> *accessing regarding the type of communication from the communication itself and not a*
>
> *memory storing data related to the communication channel.*

In response, the Examiner respectfully disagrees. The transaction controller contains a

transaction analysis system that includes an inference engine that analyzes a transaction to

determine the content of the transaction. The information is then used to route the

transaction to the appropriate agent or group of agents. The transaction controller inherently

contains memory, which contains logic that interprets the obtained information into

instructions that route the transaction accordingly. (See column 8, lines 35-58). Rejection is

maintained.

Claim Rejections - 35 USC § 102

2.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the

basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed
in the United States before the invention by the applicant for patent or (2) a patent granted on an application for
patent by another filed in the United States before the invention by the applicant for patent, except that an
international application filed under the treaty defined in section 351(a) shall have the effects for purposes of
this subsection of an application filed in the United States only if the international application designated the
United States and was published under Article 21(2) of such treaty in the English language.

3.   Claims 2, 5-21, 24-34, and 37-55 are rejected under 35 U.S.C. 102(e) as being

anticipated by Dilip et al (U.S. Patent No. 6,704,409).

4.   As per claim 2, Dilip et al teach an apparatus for communicating using a communication

channel comprising: a configurable communication server (Figure 2; transaction controller)

configured to communicate via a communication channel (figure 2, transaction processing system)

by virtue of being configured to access information regarding a type of communication that uses

the communication channel (Fig 5 element 130 – 134, column 9, lines 23-54, column 8, lines 35-

59; determine type of transaction and how to handle the transaction), determine a command to

issue to the communication channel to cause an outgoing communication to be sent if the type of

communication is outgoing (column 4, lines 5-54; transactions can be inbound or outbound).; and

determine an event response to perform in response to an event if the type of communication is

incoming(column 3, lines 25-52, fig 4 element 104, 112; communicates incoming transaction to

appropriate system) wherein the information is accessed from a memory storing data

corresponding to a configuration of the communication channel (column 8, lines 35-57; inference

engine analyzes transaction to determine how and where to route the transaction).

5.   As per claim 5, Dilip et al teach an apparatus comprising:

        a database comprising an event record, wherein the event record comprises the

information regarding the event (column 6, lines 43-48, column 5, lines 35-44; database stores

data regarding transactions handles in system,).

6.   As per claim 6, Dilip et al teach an apparatus wherein the configurable communication

server is configured by performing one of adding the event record to the database, modifying the

event record in the database, and deleting the event record from the database (column 6, lines

43-58, column 8, lines 61-67, column 5, lines 35-44).

7.   As per claim 7, Dilip et al teach an apparatus comprising: at least one event handler and

wherein the event record comprises a name of one event handler of the at least one event

handler for handling the event and the configurable communication server uses the one event

handler named in the event record for handling the event (Figure 2, column 3, lines 48-67,

column 9, lines 23-67).

8.   As per claim 8, Dilip et al teach an apparatus wherein the database further comprises an

event response record associated with the event record; and the configurable communication

server is further configured to determining the event response by accessing the event response

record associated with the event record (column 5, lines 35-44, column 9, lines 23-67).

9.   As per claim 9, Dilip et al teach an apparatus wherein the information regarding the event

further comprises information regarding the event response; and the configurable communication

server is further configured to perform the event response (Figure 2, column 3, lines 48-67,

column 9, lines 23-67).

10.   As per claim 10, Dilip et al teach an apparatus wherein the configurable communication

server is coupled to a channel driver such that the channel driver communicates with the

communication channel (Figure 2; the use of drivers are well known in the art and are inherent

when using multiple communication channels that each use different protocols. The use of drivers

would free the operating system from the burden of having to understand and support the needs of

individual channels).

11.   As per claim 11, Dilip et al teach an apparatus wherein the configurable communication

server is coupled to the channel driver such that the configurable communication server receives

the event from the communication channel via the channel driver (Figure 2; the use of drivers are

well known in the art and are inherent when using multiple communication channels that each use

different protocols. The use of drivers would free the operating system from the burden of having

to understand and support the needs of individual channels).

12.   As per claim 12, Dilip et al teach an apparatus comprising: a user interface comprising a

user interface object capable of providing a notification of the event received from the

communication channel (Figure 1).

13.   As per claim 13, Dilip et al teach an apparatus comprising: a user interface comprising a user interface object capable of being activated, wherein the configurable communication server is configured to send the outgoing communication to the communication channel when the user interface object is activated (Figure 1)

14.   As per claim 14, Dilip et al teach an apparatus wherein: the configurable communication server is configured to send the outgoing communication by issuing the command to the communication channel (column 4, lines 4-54).

15.   As per claims 15-21, 24-34, and 37-53, these claims contain similar limitations as claims 2 and 5-14 above, therefore are rejected under the same rationale.

16.   As per claim 54, Dilip et al the communication server is further configured to access from a database the information regarding the type of communication that uses the communication channel (column 9, lines 55-67; transaction server communicates information about the received transaction to the transaction controller).

17.   As per claim 55, Dilip et al teach wherein the database comprises one or more of: information regarding a channel driver associated with the communication channel; a media type associated with the communication channel, a media string used by the configuration server at run time to invoke a media service for the channel driver; one or more channel parameters (column 9, lines 63-67), and a default value for each of the one or more channel driver parameters.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ramsey Refai whose telephone number is (571) 272-3975. The examiner can normally be reached on M-F 8:30 - 5:00 p.m..

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Ryan Zeender can be reached on (571) 272-6790. The fax phone number for the

organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent

Application Information Retrieval (PAIR) system. Status information for published applications

may be obtained from either Private PAIR or Public PAIR. Status information for unpublished

applications is available through Private PAIR only. For more information about the PAIR

system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private

PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you

would like assistance from a USPTO Customer Service Representative or access to the

automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Ramsey Refai
Examiner
Art Unit 3627
May 18, 2007
/RR/

F. RYAN ZEENDER
SUPERVISORY PATENT EXAMINER